



PROFILE

Date of birth: 18/02/1982
Marital status: Married
Nationality: Egyptian

EDUCATION

B.S of Tourism & Hotels
Hotel Management
Helwan University
Graduation Year 2003

CONTACT

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ZAKARIA EL GENDY

Front Office Manager

SUMMARY

I am eager to continue my career in such a prestigious way of treating people. My background reflects good range of experience in Rooms Division filed and a very good rating to several nationalities with great appreciation for managing organizational success, my resume demonstrates my ability to improve work quality, I can manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded. as I'm academically graduated from the faculty of tourism & hotels, Also the ability of increasing repeater guests as a good result to the high percentage for the guest satisfaction survey with the great assistance of the good Ideas for improvement.

WORK EXPERIENCE

Millennium Central Mafraq Hotel Abu Dhabi (Formerly Mafraq Hotel Abu Dhabi) – Front Office Manager

31st December 2019 till Present.

Responsibilities

overseeing the daily operation of housekeeping and front office department, Recreation, Security for 242 Rooms.

- Planning and Evaluating Operations
- Revenue Management – Statistical Reporting; Room Rate Management, Yielding strategy
- Managing Rooms Division (Front Office, House Keeping, Recreation, Security
- Managing Guest Services, Revinate system and all online platforms
- Future trends and developments in the Rooms Division
- Develop and Establish Financial Budget and Plans
- Develop Strategies for the Management
- Develop Self to Maintain Professional Competence to Lead an Organization
- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards along with GM

Mafraq Hotel Abu Dhabi – Rooms Division Manager

October 2017 till 31st December 2019

Responsibilities

- Coaches and supports operations team to effectively manage occupancy & rate, wages and controllable expenses.
- Reviews guest feedback with leadership team and ensures appropriate corrective action is taken.
- Monitors Rooms operations sales performance against budget.
- Reviews reports and financial statements to determine Rooms operations performance against budget.
- Ensuring budgets set are achievable
- Ensure control of expenditure is kept within budget
- Responsible for negotiating and controlling contractors
- Ensure uniforms, linen and toweling and all relevant operating equipment is controlled and sufficient for hotel needs.
- Ensure correct staffing levels during peak and low occupancies
- Hold regular meetings with all Heads of Department, Operations Meetings, Revenue Meeting, Credit Meetings etc.

Mafraq Hotel Abu Dhabi – Front Office Manager

November 2010 till October 2017

Responsibilities

Oversee the entire Front Office operation to maintain high standards

- Evaluate levels of Guest satisfaction and monitor trends, with a focus on continuous improvement
- Monitor the appearance, standards, and performance of the Front Office Team Members with an emphasis on training and teamwork
- Maintain good communication and working relationships with all hotel departments
- Monitor staffing levels to meet cover business demands
- Conduct monthly communication meetings and produce minutes
- Manage staff performance issues in compliance with company policies and procedures
- Recruit, manage, train and develop the Front Office team.

Bonington Jumeirah Lakes Towers – Dubai, Night Manager

August 2009 till October 2010

Responsible for handling guest and staff complaints, responsible for the hotel safety and security during night shift and supervises all hotel operational departments during the night shift, Maximize rooms sales and revenues through proactive planning and management resources

Burjuman Rotana Suites – Dubai, Front Office Shift Leader

December 2006 till August 2009

Responsible for front office tea, check all their transactions, assign responsibilities to subordinates and check their performance daily, Support staff needs and monitor service and rooms standards in all places of work.

Intercontinental Resort Taba Heights – Egypt – Guest Service Agent

Jan 2004 till Dec 2006

Responsible for check in and check out.
Handle guests' inquiries in a courteous and efficient manner
Follow up guest comments and solve complaints.

Hilton Long Beach Hurghada – Egypt – Guest Service Agent

Jun 2003 till Jan 2004

Responsible for check in and check out.
Work closely with HK to make sure rooms are ready
Welcoming VIP arrival and express check in.
Handling all cash, credit transactions

SKILLS

Windows, Word, Excel, Power point, Outlook & Internet
Opera system (PMS) All Versions, Prologic (Wish net, Paytrax, Payroll, Requisitions)

Guest Service and Handling complaints**Digital Marketing and Social Media for Business****Professional Selling Skills****Management and Leadership Training****Certificates of Appreciation**

In recognition of my work valuable contribution, hard work and outstanding performance.

Certificates of Appreciation

In recognition of valuable participation for annual corporation Gathering – 2015

CERTIFICATES**HONORS AND AWARDS**